

<b>Notice of Allowability</b>	Application No.	Applicant(s)	
	09/775,575	HORIE ET AL.	
	Examiner	Art Unit	
	LINH BLACK	2163	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1.  This communication is responsive to 6/28/06.
2.  The allowed claim(s) is/are 22-26, 29 and 30.
3.  Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  - a)  All b)  Some\* c)  None of the:
    1.  Certified copies of the priority documents have been received.
    2.  Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
    3.  Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

\* Certified copies not received: \_\_\_\_\_.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.  
**THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.**

4.  A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5.  CORRECTED DRAWINGS ( as "replacement sheets") must be submitted.
  - (a)  including changes required by the Notice of Draftsperson's Patent Drawing Review ( PTO-948) attached
    - 1)  hereto or 2)  to Paper No./Mail Date \_\_\_\_\_.
  - (b)  including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6.  DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

#### Attachment(s)

1.  Notice of References Cited (PTO-892)
2.  Notice of Draftsperson's Patent Drawing Review (PTO-948)
3.  Information Disclosure Statements (PTO/SB/08),  
Paper No./Mail Date \_\_\_\_\_
4.  Examiner's Comment Regarding Requirement for Deposit  
of Biological Material
5.  Notice of Informal Patent Application
6.  Interview Summary (PTO-413),  
Paper No./Mail Date \_\_\_\_\_.
7.  Examiner's Amendment/Comment
8.  Examiner's Statement of Reasons for Allowance
9.  Other \_\_\_\_\_.

*QW* *JK*  
 ALFORD KINDRED  
 PRIMARY EXAMINER

**Reasons for allowance**

**The following is an examiner's statement of reasons for allowance:**

The prior art of record does not teach the combination of limitations in the independent claims 22, 29-30.

Mikurak (US 6671818) teaches "by deploying a World Wide Web Server on the global Internet, a company would create online service that is accessible to the millions of global Internet users." col. 106, lines 25-27; "the network services component of the present invention passes request from external clients to internal web servers and returns results – col. 171, lines 29-32; customers may access design information that is posted on the web server, but cannot access back end systems – col. 268, lines 17-30; fig. 116, corporate headquarter has first firewall: 11600 connect to the Internet network to remote users: 11606 and second firewall, servers – col. 269, lines 1-19. Mikurak also teaches monitoring and controlling customer power demand in a utility such as electric, gas, and water, power plants – col. 22, line 9 to col. 23, line 25; service and manufacturer offerings information are utilized to manage installations in operation 708 – col. 18, lines 7-10; "In operation 1104, one or more requests for maintenance and service are received utilizing the network from one or more service providers. Maintenance and service is scheduled in operation 1106 utilizing the notices and the

requests. The schedule is transmitted to the manufacturers and the service providers utilizing the network in operation 1108." - col. 26, lines 7-13.

The article "Firewalls And Security in Multimedia Systems" by Ulrich Kohl of Sun Microsystems, Inc. teaches "...firewalls are required not only to shield internal assets, but more importantly allow and control legal access from the outside to them...meaning that one firewall is set up between the open Internet and a front end system (e.g. a web server), and a second one between this system and the back end systems, e.g. databases...Thus, firewalls divide the Internet, creating Intranets which use the same technology, but which are not generally accessible from the outside Intranet." – page 289, first paragraph.

However, Mikurak does not fairly suggest an answer center for a service furnisher; said answer system for the service furnisher is further provided with a processing program for taking in periodically the inquiry information registered in said inquiry information registering means of said answer system for the user and registering the taken information into said Inquiry Information registering means of said answer system for the service furnisher..."

Dependent claims 23-26 and 31-33 incorporate the listed limitations by reference and contain limitations that further distinguish over the art of record. For these reasons, claims 23-26 and 31-33 are considered allowable over the art of record.

### **Conclusion**

Any inquiry concerning this communication or earlier communications from the examiner should be directed to LINH BLACK whose telephone number is 571-272-4106. The examiner can normally be reached on Mon.-Thurs..

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Don Wong can be reached on 571-272-1834. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

LINH BLACK  
Examiner  
Art Unit 2163

March 16, 2007



ALFORD KINDRED  
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